

DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

MISSION

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

DESCRIPTION

The City of Detroit Office of the Ombudsperson was established by Charter referendum on November 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, mail, or in person.

The office also receives many inquiries relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy

systematic problems identified through its investigations.

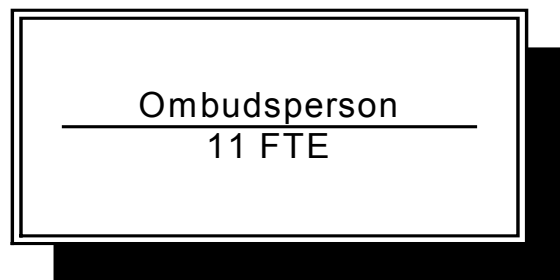
The Office has jurisdiction to investigate all city agencies except departments possessing subpoena power. The eleven (11) elected City officials are also excluded. In addition, the office does not handle issues pending legal considerations in the courts or under review by the City Council.

MAJOR INITIATIVES

No major acquisition initiatives are planned by the Ombudsperson's office for fiscal year 2002-2003. However, the office will continue to explore computer hardware upgrades that bring about increased efficiency to caseload management.

PLANNING FOR THE FUTURE

The Ombudsperson's Office will continue to work closely with the Information Technology Services to insure that all system upgrades will continue to be made only after thorough cost-benefit research analysis has been performed.



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PERFORMANCE GOALS, MEASURES AND TARGETS

Goals: Measures	2000-01 Actual	2001-02 Projection	2002-03 Target
Receive, investigate and resolve citizens' complaints about City services: Citizen complaints and information requests received and resolved	31,000	31,000	31,000

EXPENDITURES

	2000-01 Actual Expense	2001-02 Redbook	2002-03 Mayor's Budget Rec	Variance	Variance Percent
Salary & Wages	\$ 690,871	\$ 742,858	\$ 781,102	\$ 38,244	5%
Employee Benefits	354,493	366,665	392,636	\$ 25,971	7%
Prof/Contractual	101,534	170,000	35,000	(135,000)	-386%
Operating Supplies	7,415	11,423	7,923	(3,500)	-44%
Operating Services	78,539	112,640	98,157	(14,483)	-15%
Capital Equipment	142,926	-	500	500	100%
Other Expenses	13,375	15,400	5,175	(10,225)	-198%
TOTAL	\$ 1,389,153	\$ 1,418,986	\$ 1,320,493	\$ (98,493)	-7%
POSITIONS	11	11	11	0	0%